

October 19, 2009

IN THE UNITED STATES BANKRUPTCY COURT FOR THE EASTERN
DISTRICT OF VIRGINIA, RICHMOND DIVISION

In re:

CIRCUIT CITY STORES, INC.,
ET AL.,

Debtors

Chapter 11

Case No. 08-35653 (KRH)

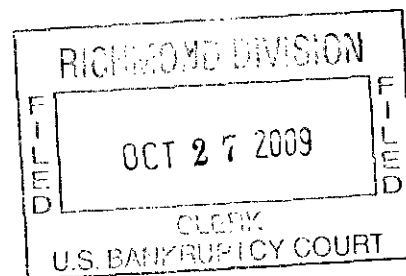
Rusty Santangelo, \$ 481.00

I'm filing due to the store's negligence, which caused the loss of my
camcorder. Issue was not able to be solved due to store's closure.

Documentation previously sent, is once again enclosed.

Rusty Santangelo
P.O. Box 536423
Orlando, FL 32853-6423

407/293-8765



RUSTY SANTANGELO
P.O. BOX 536423
ORLANDO, FL 32853-6423

407-293-8765

Orlando, June 19, 2009

To whom it may concern:

I just do not know how to address this letter.

Is regarding an issue that has been going on with Circuit City, since I first purchased the camcorder, for which I'm attaching documentation.

I'm aware that all submissions should have been in by early this year, but I have been getting the run-around regarding this matter for over two years, and then Circuit City closed it's doors. And me not being very savvy about these kind of procedures, went by what I was being told on how to file this clam, and constantly misled.

Finally the people from the program "Assurance Advantage", the people who handled the extended service for repairs, gave me your information, and when I contacted you, I was promptly helped by one of your associates, Ms. Keila Carrasco.

As you'll be able to see in the documents enclosed, the camera went for service several times, and kept coming back un-repaired, to the extreme that the last time I took it to the store, on January 2008, the unit was not packaged properly, and damaged in transit. Something you'll be able to hear if you play the CD, which has the message left by "Sue", at the service center in Georgia. This lady, took care of the matters personally, and was as frustrated as me, regarding this issue, due to all the times, the camera went back for service.

All of the store's managers, denied any fault to this issue, I just kept calling back hoping to get the matter resolved, and to cover their backs, they made false statements to the police, stating that I was making harassing phone calls (letter from the police department enclosed).

They asked me for the camcorder's manual, to find a proper replacement, and after calling for over a month, I found out from store manager "Steve", that he "no longer had it".

I wrote them a letter, as instructed by the police department, a total of 4, addressed individually to each manager, and 3 of them got returned as "undeliverable" (as you'll be able to see on a copy of the envelopes). The only one that was not returned, is the one I

sent "certified, and the post office did their best to retrieve the tracking of the delivery (copy enclosed).

I'm also enclosing a copy of the fax of the letter, and it's confirmation.

Among the paperwork, you'll find copies of the repair orders, the camcorder's original receipt, which I placed on lay-away, and finished paying on may 23, 2004.

I hope you can help me on this matter, since my funds are very limited, I work very hard for my money, and have nothing to show for, due to the cowardly of the store's personnel.

What I'm trying to do is replace the camera that got damaged, due to the store's negligence.

Before you make any final decision, please contact me, if you need any kind of explanation as of what happened, or any extra documentation. However, I think I have enclosed all the material that I think will back my claim.

I do thank you in advance for your consideration, handling this matter.

Best regards

Rusty Santangelo



Print Shipping Labels

Print Confirmation

Please print this page for your records and continue on to review and print your Shipment Confirmation Acceptance Notice (SCAN) Forms.

Transaction #: 143560186
Charged to: MC *****9896
Labels Included: 1
Print Date/Time: 6/23/09 2:46:58 AM CDT

1 of 1 CIRCUIT CITY STORES.

Ship Date: 06/23/09
Weight: 1lbs 0oz

Priority Mail Flat Rate Env	\$4.80
Delivery Confirm.	\$0.00
Label Total	\$4.80

Delivery Confirmation™ Label Number: 0103 8555 7497 8071 9182

Domestic Order Total: \$4.80

Thank you for using the United States Postal Service.

You have 1 label on 1 SCAN Form. This form expires after the ship date.

[View SCAN Form Details](#)

Request a free package pickup from your carrier.

[Request a Free Pickup](#)

[Complete Your Label](#)

Customs forms and shipping supplies are available from your local Post Office or can be

Save time online -

Refer to your [Postage Identification Number \(PIN\)](#) for all paid labels printed within the last 6 months.

[Site Map](#)

[Customer Service](#)

[Forms](#)

[Gov't Services](#)

[Careers](#)

[Privacy Policy](#)

[Terms of Use](#)

[Business Customer Gateway](#)

Copyright© 2009 USPS. All Rights Reserved.

No FEAR Act EEO Data

FOIA



USPS Shipment Info for 0103 8555 7497 8071 9182

U.S. Postal Service (U.S. Postal Service@usps.com)

Wed 6/24/09 4:17 AM

starlightrusty@hotmail.com

Cut on dotted line.

Instructions

1. Each Click-N-Ship® label is unique. Labels are to be used as printed and used only once. DO NOT PHOTO COPY OR ALTER LABEL.
2. Place your label so it does not wrap around the edge of the package.
3. Adhere your label to the package. A self-adhesive label is recommended. If tape or glue is used, DO NOT TAPE OVER BARCODE. Be sure all edges are secure.
4. To mail your package with PC Postage®, you may schedule a Carrier pickup online, hand to your letter carrier, take to a Post Office™, or drop in a USPS collection box.
5. Mail your package on the "Ship Date" you selected when creating this label.

Online Label Record (Label 1 of 1)

Delivery Confirmation™ Number:

0103 8555 7497 8071 9182

Paid Online

Transaction # 143560186
Print Date 06/23/2009
Ship Date 06/23/2009
Weight 1 lb 0 oz

Priority Mail® Postage: **\$4.80**
Total: **\$4.80**

From: RUSTY SANTANGELO
PO BOX 536423
ORLANDO FL 32853-6423

To: CIRCUIT CITY STORES, INC. ET AL.
KURTZMAN CARSON CONSULTANTS LLC
2335 ALASKA AVE
EL SEGUNDO CA 90245-4808

* Commercial Base Pricing Priority Mail rates apply. There is no fee for Delivery Confirmation service on Priority Mail service with use of this electronic rate shipping label. Delivery information is not available by phone for the electronic rate. Refunds for unused postage paid labels can be requested online 10 days from the print date.



Thank you for shipping with the United States Postal Service!
Check the status of your shipment on the Track & Confirm page at usps.com

USPS Shipment Info for 0103 8555 7497 8071 9182

U.S. Postal Service 111 S_Postal_Service@usps.com

Mon 6/29/09 2:20 PM

starlighttrusty@hotmail.com

Orlando, March 25, 2007

Shawn:

I'm not sure who to address this letter to, you told me that you were brought to the store to correct some management issues, however Tim figures as STORE DIRECTOR and you as his ASSISTANT. Tim stated not to deal with you any longer, however since you were the last person I talked to, I'm directing this letter to you.

When we spoke the last time, on March, 14, 2007, I said that I would sending a letter making a request.

Sorry, for the delay, but I have had a very bad schedule, which is something that you're aware of.

As I have requested several times, through Amber and Krystal, I would like the manual of the camera to be sent back to me via the USPS.

The manual in question is for a SONY camcorder, model DCR-TRV460, which I dropped off on January 26, 2007, at the customer service desk, for Steve to review, which did not get to his hands until 3 weeks later and then, this matter as you might be aware, was handed down to Dan, then to Tim and then to you.

I entrusted your staff with this manual, which is rightfully mine, and I need it back as soon as possible.

Please send the manual to:

RUSTY SANTANGELO
P.O. BOX 536423
ORLANDO, FL. 32853-6423

To avoid any further problems, it would be best if you send the item. RETURN RECEIPT REQUESTED.

Thanks for your attention on this matter.

Rusty Santangelo

Orlando, March 27, 2008

To whom it may concern:

Below, in small print, is a copy of a letter which was mailed yesterday, via the USPS, on March 26, 2008, however the year date on the letter is wrong, it states 2007 when it should have been 2008.

This letter was addressed to "Assistant Store Director-SHAWN", and that letter was certified. And three other letters were individually addressed, via USPS regular mail to "Assistant Store Director-STEVE", "Assistant Store Director-DAN" and to "Store Director-TIM", to CIRCUIT CITY, store #838, located in Orlando, Florida

Confirmation receipt of a successful transmission of this FAX (to 407/895-1015), should acknowledge receiving this note at CIRCUIT CITY (store #838), located at 2728 East Colonial Dr., Orlando, FL 32803. Please forward to me mentioned parties.

Thank you for your attention on this matter.

Rusty Santangelo

Orlando, March 25, 2007

Shawn

I'm not sure who to address this letter to, you told me that you were brought to the store to correct some management issues, however Tim figures as STORE DIRECTOR and you as his ASSISTANT. I am stated not to deal with you any longer, however since you were the last person I talked to, I'm directing this letter to you

When we spoke the last time, on March 14, 2007, I said that I would sending a letter making a request

Sorry, for the delay, but I have had a very bad schedule, which is something that you're aware of

As I have requested several times, through Amber and Kristal, I would like the manual of the camera to be sent back to me via the USPS.

The manual in question is for a SONY camcorder model DCR-TRV460, which I dropped off on January 26, 2007, at the customer service desk, for Steve to review, which did not get to his hands until 3 weeks later and then this matter as you might be aware, was handed down to Dan, then to Tim and then to you

I entrusted your staff with this manual, which is rightfully mine, and I need it back as soon as possible

Please send the manual to

RUSTY SANTANGELO
P.O. BOX 536423
ORLANDO, FL 32853-6423

To avoid any further problems, it would be best if you send the item, RETURN RECEIPT REQUESTED.

Thanks for your attention on this matter

Rusty Santangelo

TRANSMISSION CERTIFICATION REPORT

DATE
TIME
PAGE
NO.
PAGE
NO.
PAGE
NO.

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
NOTE

03/27/08 00:22
4078951015
00:00:39
OK
FAX/EMAIL
E-MAIL

Orlando, March 27, 2008

To whom it may concern:

Below, in small print, is a copy of a letter which was mailed yesterday, via the USPS, on March 26, 2008, however the year date on the letter is wrong, it states 2007 when it should have been 2008.

This letter was addressed to "Assistant Store Director-SHAWN", and that letter was certified. And three other letters were individually addressed, via USPS regular mail to "Assistant Store Director-STEVE", "Assistant Store Director-DAN" and to "Store Director-TIM", to CIRCUIT CITY, store #838, located in Orlando, Florida

Confirmation receipt of a successful transmission of this FAX (to 407/895-1015), should acknowledge receiving this note at CIRCUIT CITY (store #838), located at 2728 East Colonial Dr., Orlando, FL 32803. Please forward to me mentioned parties.

Thank you for your attention on this matter.

Rusty Santangelo

Orlando, March 25, 2007

Shawn

I'm not sure who to address this letter to, you told me that you were brought to the store to correct some management issues, however Tim figures as STORE DIRECTOR and you as his ASSISTANT. Tim stated not to deal with you any longer, however since you were the last person I talked to, I'm directing this letter to you

When we spoke the last time, on March 14, 2007, I said that I would sending a letter making a request

Sorry, for the delay, but I have had a very bad schedule, which is something that you're aware of

Detail Item Origin Destination Firm Recipient Date Time Select Restore

10/28/09



9171 8054 0143 7008 0151 05

Rudy Santangelo
P.O. Box 53623
Orlando, FL 32853-6423

NAME
(Assistant Store Director)

ASSISTANT STORE DIRECTOR

728 East Colonial
Orlando, FL 32801
P.O. Box 53623
Orlando, FL 32853-6423

Rudy Santangelo
P.O. Box 53623
Orlando, FL 32853-6423

NAME
(Assistant Store Director)

ASSISTANT STORE DIRECTOR

728 East Colonial
Orlando, FL 32801
P.O. Box 53623
Orlando, FL 32853-6423

Rudy Santangelo
P.O. Box 53623
Orlando, FL 32853-6423

NAME
(Store Director)

STORE DIRECTOR

728 East Colonial
Orlando, FL 32801
P.O. Box 53623
Orlando, FL 32853-6423

1. The first part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

2. The second part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

3. The third part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

4. The fourth part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

5. The fifth part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

6. The sixth part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

7. The seventh part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

8. The eighth part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

9. The ninth part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

10. The tenth part of the document is a list of names and addresses, which appears to be a directory or a list of contacts. The names are written in a cursive script, and the addresses are listed below them.

Get a copy of *Practical* **www.ncs.co.uk**

23K JGR : cK4L.

[illegible]

[The page contains faint, illegible markings and bleed-through from the reverse side.]

Select Unit or Press a function key.

FBI BOX 38842
ORLANDO, FL 32863

EPG, ESP, ESP, ESP

TECHNICIAN CERTIFIED



CUSTOMER

TECHNICIAN CERTIFIED



Atlanta Service Department
1325 West Corporate Ct.
Lithia Springs, GA 30122

Your merchandise has been tested to factory specifications.

If you should have any questions about your repair, or have any difficulties with hook up, **please do not hesitate to call.**

Our goal is 100% customer satisfaction.

Repaired Product: **Check List**

CAMCORDER

After repairing your product, the Technician performed a comprehensive final check list

- | | |
|--|---|
| <input checked="" type="checkbox"/> Picture quality | <input checked="" type="checkbox"/> Audio fidelity |
| <input checked="" type="checkbox"/> Special Effects | <input checked="" type="checkbox"/> Menu functions |
| <input checked="" type="checkbox"/> Mech. Loading & eject | <input checked="" type="checkbox"/> Clock / Date is set |
| <input checked="" type="checkbox"/> Camera video, and color | |
| <input checked="" type="checkbox"/> Auto-Focus passed chart test | |
| <input checked="" type="checkbox"/> Zoom is operating full range | |
| <input checked="" type="checkbox"/> Record / Playback normal | |
| <input checked="" type="checkbox"/> Viewfinder / LCD viewer | |
| <input checked="" type="checkbox"/> Power consumption normal | |
| <input checked="" type="checkbox"/> General cleaning performed | |

Comments: *Repaired & tested by B.T.*

Technician: *R. G. IV H*
Phone: 1 800 230 3401 ext # *267*

TECHNICIAN CERTIFIED TUNING	** CUSTOMER REPAIR UNIT **	
	Customer: SANTANGELO, RUSTY	
		CUST 10/01/06
	Tag #: 0837 304458	
	B/M: SON DCRTRV460	Class: 179
PLAYS TAPES BUT WILL CAUSE TAPE TO BECOME LOSE HAS AN ERROR S*LPO:EEE*		
Serial #: 1375111		Claim #: H3098796

THIS IS YOUR:

INVOICE

FINAL INVOICE WARRANTY RECEIPT

SONY ELECTRONICS SATISFACTION CTR
10000 S. 570TH AVE. SUITE 100
LAPORTE, IN 46345-0000
TEL: 765-455-0000 FAX: 765-455-0000

PAGE 01 OF 1 PAGES

INVOICE NO. WQ1CHF68
DATE 10/11/06
ORDER NO. WQ1CHF68

SHIP TO:

CIRCUIT CITY INC LITHIA
10000 CORPORATE COURT
LITHIA SPRING, CA 92127-0000

BILL TO:

SONY ELECTRONICS INC
CONSUMER PERSONAL AUDIO
16765 W. BERNARDO DRIVE
MDF 11-450
SAN DIEGO, CA 92127-0000

WQ1CHF68
VIA: UPS BLUE 2 DAY

DAY 17601819-9774

EVENING 17601732-2800

DEALER REF: H1098796

DEALER TICKET: 0637-304458

ACCOUNT NUMBER	EVENT ID	MODEL NUMBER	SERIAL NUMBER	PURCHASE ORDER NUMBER			OLY CODE	ATA
	SC01E	DCRTRM65	1375771				S	
PART ORDERED	PART SHIPPED	DESCRIPTION OF PARTS OR SERVICE		QTY ORDER	QTY SHIPPED	QTY B.O.	UNIT PRICE	AMOUNT
A7016724A	A7016724A	COO BLOCK ASSY		0043	1	1		N/C
A7111980A	A7111980A	MOUNTED C.BORAD, DR		A352	1	1		N/C
A7016701A	A7016701A	MDX-M2000		PC05 REGR	1	1		N/C
A7016701A	A7016701A	MDX BLOCK CONTROL		AB06	1	1		N/C
		CONSTANT L.V. VIDEO RECORDG						
		REPAIRED PARTS						
		REPLACED PARTS						
		REPLACED PARTS						
		REPLACED PARTS						
COMMENTS:								N/C
THANK YOU FOR CHOOSING US THE WE PROVIDE SERVICE				PARTS				N/C
YOUR PRODUCT.				LABOR				N/C
YOUR UNIT HAS BEEN REPAIRED AND TESTED TO FACTORY				TRIP CHARGE				
SPECIFICATIONS. PLEASE RETAIN A COPY OF THE FINAL				SHIPPING HANDLING				N/C
INVOICE FOR WARRANTY PURPOSES.				ALLOWANCE				
CONTACT US DIRECTLY AT THE TELEPHONE NUMBER LISTED				SUB TOTAL				N/C
ABOVE OR E-MAIL US AT SONYVOLERO@AK.SONY.COM WITH				SALES TAX				N/C
ANY QUESTIONS. WE ARE AVAILABLE MONDAY-FRIDAY				RECYCLE FEE				
9AM TO 5PM PST				TOTAL INVOICE				N/C
				LESS				
				DISCOUNT				
				TOTAL				

MIL. SPIN.

SHIPMENT TO - AS TO - FIVE SH - 1A

X

X

WARRANTY PERIOD: THE WARRANTY APPLIES TO THE PARTS AND LABOR ONLY IN THE REPAIR 90 DAYS PARTS AND LABOR, 1 YEAR BLACK AND WHITE PICTURE TUBE, 2 YEARS COLOR PICTURE TUBE. IT DOES NOT COVER ACCESSORIES, CONSUMABLES, OR DAMAGE TO THE PRODUCT CAUSED BY MISUSE, ABUSE, OR NEGLIGENCE. THE SERVICE DEALER MAY NOT CHARGE FOR WORK DONE OR ANY INDIAN SERVICE. CONTACT US AT 1-800-852-7674 FOR MORE INFORMATION. THE SERVICE DEALER IS NOT RESPONSIBLE FOR THE SERVICE PROVIDED IN DETERMINING THE NATURE OF THE MALFUNCTION. (Circuits 41-9752-18147, 1A-117)



Your product has been serviced
with pride by our
Circuit City Certified Technician

If you are not totally delighted with the repair of your
product, please contact us at: **1-800-236-3401**

YOUR SATISFACTION IS OUR GUARANTEE!

Technician: John Ext: 235

Manager: Charles Ext: 335

Claim#: PA10005 Date Completed: 11/9/07

Your Opinion Matters

Please take our 3 minute survey and let us know about your experience
<http://www.circuitcityrepair.com/survey>

- Please check your receipt for notes from the Technician

